From ICB EM / MPP1

e-mail : **plm_ho_mea.be@siemens.com**

Attn. M.Tounsi

C.Haan

Patrick Seneca

Copy D.Vandevyver / J-C Gob / B. Van Beeck

J.De Vooght / JP Wattiaux / K.Jansen / G.Theuwissen / K.Verspecht / N.Cras / W.Lochs / W.Verwilt

B.Manteleers

E.De Braekeleer / P.Hellin / M.Duro Gonzales / R. Van der Stockt / B.Colle

C.Kemps / P.Soontjens / P.Lintermans

J.Dierckx / JL Devisscher-Vercouillie

P.Van den Broeck / Y. Siperius

Date 28 May 2004

Ref. **Info-ICB-EM_040528.doc**

Sub. **Sales circular** : Info note 05/2004 : Office systems & applications

Colleagues,

Please find below in brief some info vs the following issues :

1) *Product availability / roadmap / product portfolio*
   a. *Communication platform*
      i. *Hipath 3000*
      ii. *Eurosetline : ESLxxi (mea) ~ future branding Hipath 1100*
      iii. *Hipath 500 (be) / Hipath 1220*
   b. *Workpoints*
   c. *Applications*
2) *Sales support*
3) *Partner-Extranet*
4) *Miscellaneous*
5) *Training*
6) *Annex's*

Please distribute related info to Hipath 500 - Hipath 1100 – Hipath 1220- Hipath 3000 related colleagues ….

1. product availability / roadmap / product portfolio

a. Platforms :

i. Hipath 3000 v4.0 enhancement via "SMR7" (software maintenance release)

- *The following changes to the HiPath 3000 V4.0 come into effect with this supplement. This "supplement"*

.

ii. Hipath 1220 :

- *Evaluation tests are completed resp ongoing in UAE region, Malta, Nam … so far only positive feedback !!*

The comment that the manager starts in German will be solved with the next SW version.

new versions of the HiPath 1220 software and documentation were released for tests in your country and are now available to download at:

http://200.186.153.126/icne/fieldtrial/Px00000.asp

User: HP1220

Password: HP1220

iii. Hipath 500 (be-i)

Hipath 520/540/580 : see info on SEBA

iv. Hipath 1100 (mea) : the NEW range of analogue systems

*Due to some reasons we had a delay on the availability of the evaluation units (Hipath 1100 systemens & Euroset 3030 telephones)…**First shipments towards the Mea region have been carried out on May 25th** and this according received orders on Hipath 1100 evaluation equipment.*

b. Workpoints

i. ***optiPoint 500 :*** *updated version of the french data sheet added in annex (also available on SEBA)*

ii. *phase-out IP adapter : see chapter 4*

c. Applications

1. HG1500 v3.0

Order Stop HG1500 v2.0 !

*The order stop for HiPath HG 1500 V2.0 will be on **30.06.2004**. From this point on, only the successor product HiPath HG 1500 V3.0 can be ordered.*

2. Hipath AM :

HiPath AM V1.0 is (now also) officialy released for following communication platforms & versions :

- Release for HiPath 500 V2.0 (520, 540, 580)
- Release for HiPath 3000 V4.0
- Release for HiPath 4000 V2.0
- Release for HiPath 4000 Manager/Assistant V2.0

HiPath AM V2.0 is scheduled for EQ3-2004;

- Hipath AM V2.0 will (also) allow you to tackle the lower market segment (cost competitive !!) ref ***light version*** *(can be applied on stand-alone and/or network configurations with an overall number of extensions configuration < 600)*

- Extra info on the marketing structure & extra facilities will be forwarded to you within the following weeks.

3. CRM : customer relation management systems & solutions

i. *"Agile" expands our portfolio (intro EQ2/2004)*

During the Africa Telecom fair we demonstrated the Agile application .. since then an even enhanced version of the off-line flash demo became available : interested in getting the up to date version → contact , via e-mail: krista.van_hove@siemens.com

HiPath ProCenter Newsletter

Special Agile Launch Issue March 2004

Siemens Announces HiPath ProCenter Agile

The Presence-Enhanced Contact Center Optimized for the Small and Mid-Sized Enterprise

HiPath ProCenter Agile, planned for general availability next quarter, is a full-featured call center solution aimed at small and mid-sized enterprises. Agile is designed to be easy to install and use, with presence-enhanced features that increase agent productivity and improve customer satisfaction.

The Agile Associate desktop provides a streamlined call handling feature set that includes communications and telephony tools. It extends intelligent call routing features to employees who serve as overflow agents during peak periods. What's more when used by subject matter experts, the Associate desktop facilitates collaboration with agents on customer issues ensuring an increase in first contact resolutions.

For managers Agile provides a desktop that unifies multiple administrative and management tools into a single, easy-to-use visual interface.

Sales training on Hipath ProCenter** Agile : do not miss the opportunity to have your sales people attending the **free of charge sales training** (on-line session) ~ **June 3th !

Those that would like to participate to this sales training simply have to forward there coordinates to the training institute in Mü, to get further details; e-mail to :

Course method:	SVU – Synchronous Virtual University (online session, location: any PC with browser, headset and internet or intranet access)
Duration:	2,5 hours
Number of students:	see lists above
Course fee:	free of charge
Registration:	susanne.betz@siemens.com Phone: +49 (89) 722-32042 Fax: +49 (89) 722-32047

Market & CRM competition : interested in competitive pricing on Agile ?

mid april *we have distributed a template document (See Seba ~TEMP –info) vs feedback on country specific offered (competitive) CRM solutions and applied end-user pricing :* ***please arrange asap for related feedback !***

special conditions on demo & test system Hipath Procenter Agile:

as announced during the kick-off in Cairo, we can grant special conditions vs demo and test equipment :

The following features and quantities may be ordered per demo or test system; per local company max 2 of these configurations can be ordered at the special conditions ***(transfer factor = 0,1); this offer is only valid till September 2004***

PST-No.	***Feature***	***Quantity***
BAA680	*Base Software incl. 5 Telephony Agent Licenses and 1 Manager*	*1*
BAA685	*1 License Agent Desktop*	*5*
BAA690	*Call Director*	*1*
	Projecting Note to be included when ordering : *„Demo / Test system“ (L30220-Z603-P101)*	*1*

For further info see attach & SEBA

4. Cordless : renaming Active M into M1 Professional & localisation feature

The Gigaset “Active M” is renamed Gigaset ***“M1 Professional”*** *(Professional series phones are dedicated to the integration with Hipath) and supports now* ***a localisation feature*** *for the handset, which can be useful for tracing the user in his execution of mission critical tasks e.g. in a security environment ..petrochemical sector ….tank cleaning …i.e. there where a kind of permanent surveillance of the user is required. Just have a look in the sales information on the Hipath Partner Net (SEBA)*

The unique selling point ***-mobile subscriber localisation-*** *uses DPS (****D****ECT* ***P****ositioning* ***S****ystem = a locating system for localising mobile subscribers in a HiPath Cordless Enterprise infrastructure).*

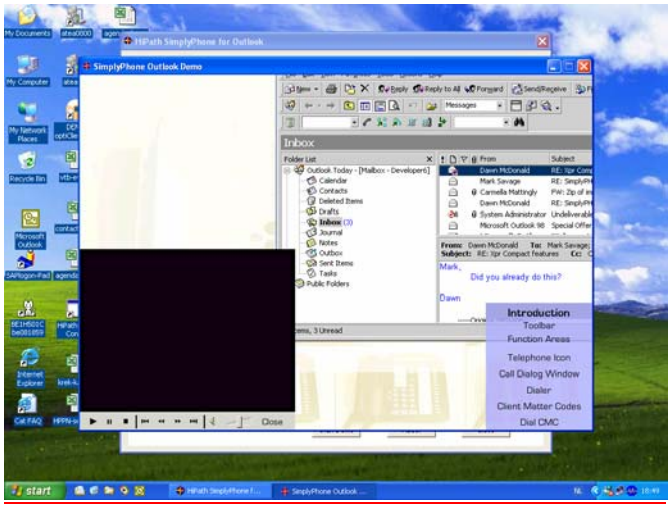
For the time being : The optional DECT Positioning System is supported on a project-specific basis towards the distribution channels.

5. GSM box AS5401 (country & distribution channel specific)

The AS5401 is the successor version of the former GSM-Box AS519 & 522

All productr related info is made available on the SEBA

6. SimplyPhone : "off-line multi-media demo" now downloadable from SEBA (43MB!)



the demo runs automatically and tackles the various issues (intro / toolbar / …); while running through this demo you get a verbal explanation on top of the screen info !!

7. Sales Push on Hotel applications (till 01/08/2004)

Recently a sales push action has been initiated on our hotel applications in order to :

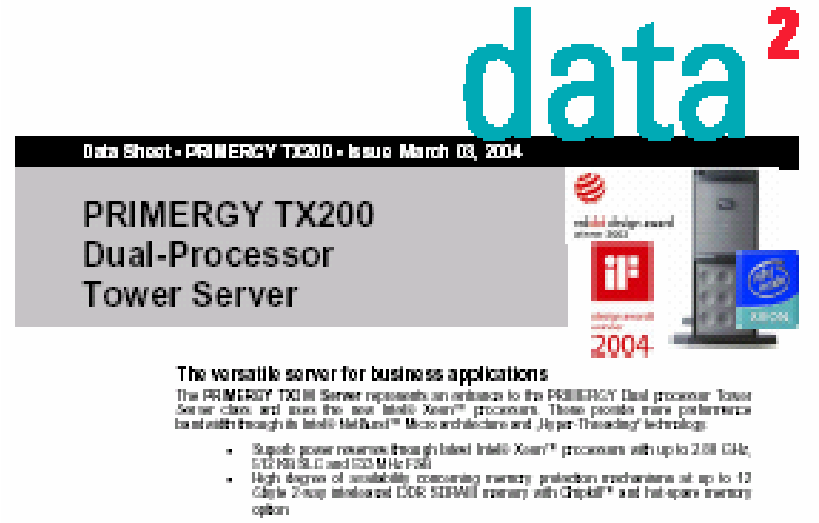
- *Strengthen the competitiveness in the current market situation*
- *Defend and enlarge the market share in the segment of our HS HiPath applications in Hotel Business*

In case you are working on a or more important projects in the hotel segment and or if you want to get more details on the "push" action please take contact with (& provide configuration details towards) your regional manager !

8. Update vs "Standard / Base server" (ref application platforms)

please note the following configuration updates, valid for all standardized Fujitsu-Siemens systems applicable as from today:

e.g. : ICN Standard Server :



See also SEBA for further details on "standard" server as well as applicable monitors

2. Sales support

a) Hipath Sales Guide : v2.0

The **new** Hipath Sales Guide v2.0 is available on SEBA : please download the Guide and/or order hardcopies for your sales force !!

Salesguide v2.0 ~ hardcopy ordering reference number :

A50001-N14-W87-2-7600

- **All about HiPath** (direct link to the sales guide)
  - https://netinfo.icn.siemens.de/hipath

b) Sales Guide Hipath 3000: v4.0 : see SEBA

3. Hipath Partner Net = "SEBA"

You can reach the Siemens Enterprise Business Area via the following link:

https://enterprise-partnernet.icn.siemens.com

Don't forget to bookmark this link right away.

See table below for an overview on the updates carried out since March 2004

description / doc. type	misc.	marketing	sales	service
Gigaset M1 professional (former Gigaset Active M) :	x			
-product presentation [e]		x		
-marketing info [e]			x	
-sales info [e]				
Gigaset SL1 / S1 professional				
-product presentation [e/f]	x			
-brief overview [fr]			x	
Daks :				
-product presentation [fr]	x			
-updated data sheet Daks on Hipath 3000 [e/f]			x	
Enterasys data components				
-product data sheets [e] on XSR18xx,C1,Matrix V2, PoE, V2H124 series (routers / switches / ..)			x	

description / doc. type	misc.	marketing	sales	service
optiPoint 500 :				
-updated data sheet [fr] / call bridge TU			x	
-updated optiPoint 500 product presentation [fr]	x			
optiPoint 410 :				
-product presentation [fr]	x			
-data sheet [fr]			x	
-brief overview [fr]				
GSM-box : AS5401				
-product presentation [e]	x			
-product data sheet [e]		x		
-ref numbers			x	
Hipath 3000 v4.0				
-Hipath 37x0 PCM highways	x			
-Hipath 3000 sales foils (upd) [e]	x			
-Hipath 3000 migration scenarios (Hicom 150 & applications)	x			
-Hipath 3000 sales info (upd) [e]			x	
-Hipath 3000 v4.0 sales guide			x	
Hipath ProCenter Agile : new presence based help desk & call center solution				
-sales training info ref training 03.06.2004			x	
-CRM-Agile product presentation [e]	x			
-Agile sales info [e]			x	
Hipath 500 :				
- sales release doc [e]			x	
- sales circular [e]			x	
Hipath 1100 :				
- service manual (upd) [e]				x
Hipath 1220 (see TEMP info folder)				
-data sheet / brochure [e/fr]	x			
HG1500 v3.0				
-Licenses principles (ppt) [e]	x			
-product presentation [fr]	x			
-AP1120 description [fr]		x		
HG1500 v2.0 : phase-out announcement			x	

description / doc. type	misc.	marketing	sales	service
TEMP-info v1.0				
Fujitsu-Siemens Computers & servers				
PC / Base server / Standard server : data sheets			x	

Have a look on SEBA for new issued data sheets & brochures on applicable portfolio.

4. Miscellaneous

a) questions & answers

***Q** : is it possible to have HG1500 v2.0 and HG1500 v3.0 cards on the same hipath 3000 v1.2 ?*

***A** : as of version Hipath 3000 v1.2 you can apply the HG1500 v3.0; it is possible to "combine" on a single system both HG1500 v2.0 as well as HG1500 v3.0 cards*

***Q** : is it required to have a clock module added to a Hipath 3000 equipped with a HG1500*

***A** : in case the Hipath 3000 node has no ISDN interconnections to the PSTN Network, it is recommended to add a clock module on related Hipath 3000 node in case of IP-networking.*

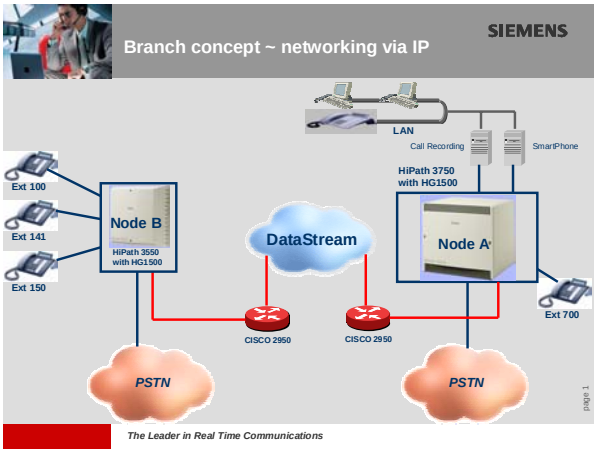
***Q** : can we have DSS and "line status" display info on remote branch extensions networked via the data infrastructure (see drawing below);*

***A** : Hipath 3000 nodes networked over the IP infrastructure do have the same "network wide facilities" as previously supported over the former digital trunks using the Cornet Protocol.*

So,with ref to the required functionality :

-DSS (direct station selection) : is supported over the IP-network

-"BLF" (busy lamp field): can be supported provided a Hipath 5000 server is added to the configuration (release of Hipath 5000 is project specific)



***Q** : what is the max wire length vs the connection of telephones on a Hipath 1100 system ?*

***A** : max "distance" is : for a keyphone Euroset 3030 : 500 m*

for a standard analog phone : 2500 m

***Q** : is there a migration concept in order to grow from ESLxxi systems into a Hipath 1100 system ?*

***A** : due to complete new hardware there is no migration path for the ESLxxi series.*

***Q** : what is the max number of SLMA24/SLMO24 on a Hipath 3750; what in case more are installed ?*

***A** : the max number of "TDM" (master) extensions supported on a Hipath 37x0 system is 384 ports =max 16 SLMx24 cards. In case more cards are inserted in the rack .. : related telephones will not get dial tone .. will not come in service (will not harm the system)*

***Q** : what are the speed dial number capacities on Hipath 500 / Hipath1220*

***A** : see below :*

-system memory capacity abbreviated (speed dial) numbers : on Hipath 500
- -total (common) system capacity : 300
- -individual speed dial numbers / user : 10

-system memory capacity abbreviated (speed dial) numbers : on Hipath 1220
- -total (common) system capacity : 500
- -individual speed dial numbers / user : 10

***Q** : what about the compatibility of the SLC16N on base statiosn and Hicom 150 resp Hipath 3000 communication platforms ?*

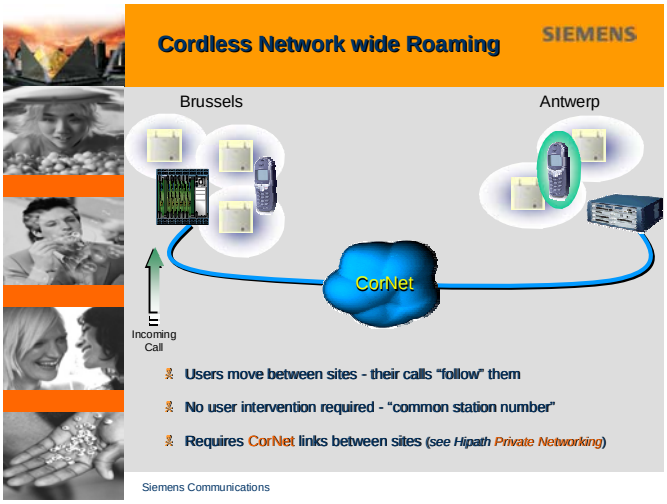
***A** : The new **SLC16 N (S30810-Q2193-X100)** allows connection of all base stationtypes (BS 2/2, BS 3/1, BS 3/3). SLC16 N replaces the predecessor SLC16 module (S30810-Q2151-X300 and S30810-Q2922-X). The performance scope of the new SLC16N module is identical to that of the SLC16.*

SLC16 and SLC16 N modules can be run in mixed mode.

The SLC16 N module is compatible with the following Hicom/HiPath versions and systems for new and subsequent marketing:
Hicom 150H V1.2 (Office Com, Office Pro SMR-K or later)
HiPath 3000 V3.0 (HiPath 3550, HiPath 3750, 3700 SMR-9 or later).
The SLC16 N module, as previously announced (EN HS Circular 01/2003), cannot be used in earlier system versions (Hicom 150 E Office 1.0/2.2 and Hicom 150 H Office 1.0).

***Q** : what about handover and roaming on networked Hipath 3000/4000 nodes; is there a difference in functionality vs networking via 2Mbit links vs networking via IP (LAN) ?*

***A** : Roaming is network wide supported on Hipath 3000 & Hipath 4000; Hipath 3000 does **not** support **handover** in a networked environment. (HiPath 4000 is able to do that.)*



b) service notes / info vs new software releases

New software released recently on :
Hipath 3000 v3.0 (SMR14)
Hipath 3000 v4.0
Hipath 1100 (SW013)
Tapi 170 v2.0
Xpressions v3.0
HG1500 v3.0 (SMR 3)
M
Manager E/C (v00.207)

Contact your service partner within the organisation to get some more details on the tackled issues.

c) product phase-outs

- ***HG1500 v2.0 : see above (applications)***

- ***optiPoint IP adapter***

All sales activities for the marketing and expansion of optiPoint IPadapter are terminated in accordance with the dates below.

There is no direct successor product for optiPoint IPadapter as optiPoint 410 provides an attractive IP family in terms of product range and prices.

→ optiPoint IPadapter is no longer supported in current HiPath 3000/4000 systems. Consequently there is no migration/upgrade concept.

Orders for optiPoint IPadapter (§expansions) can be made until 30.07.2004. Orders for this product will not be accepted after this point. All central training will also be terminated at this time.

*The termination of hardware and software support in product development is planned for **30.10.2004.** From this point, errors detected in optiPoint IPadapter will no longer be corrected. Instead, customers must upgrade to optiPoint 410.*

5. Training

Have a look at the SEBA for offered training sessions, e.g. :

the following training dates of HiPath 1220 V1.1 are available for booking now:

HIP1ADVSS	german	BLN	30.06.2004 10:00	CM
HIP1ADVSS	german	BLN	01.07.2004 10:00	CM
HIP1ADVSS	german	MCB	30.08.2004 09:30	CM
HIP1ADVSS	german	MCB	31.08.2004 09:30	CM
HIP1ADVSS	english	MCB	02.09.2004 10:00	CI

Siemens Local Companies book at the ICN Training Institute, please contact Ms. Andrea Trapp, tel : +49 30 386 34521.

6. Annex's

topic	description	Annex vs SEBA
ProCenter Agile	Terms and conditions on Agile demo and test configurations	yes